

Mental Health and Disability Services Commission

June 15, 2017



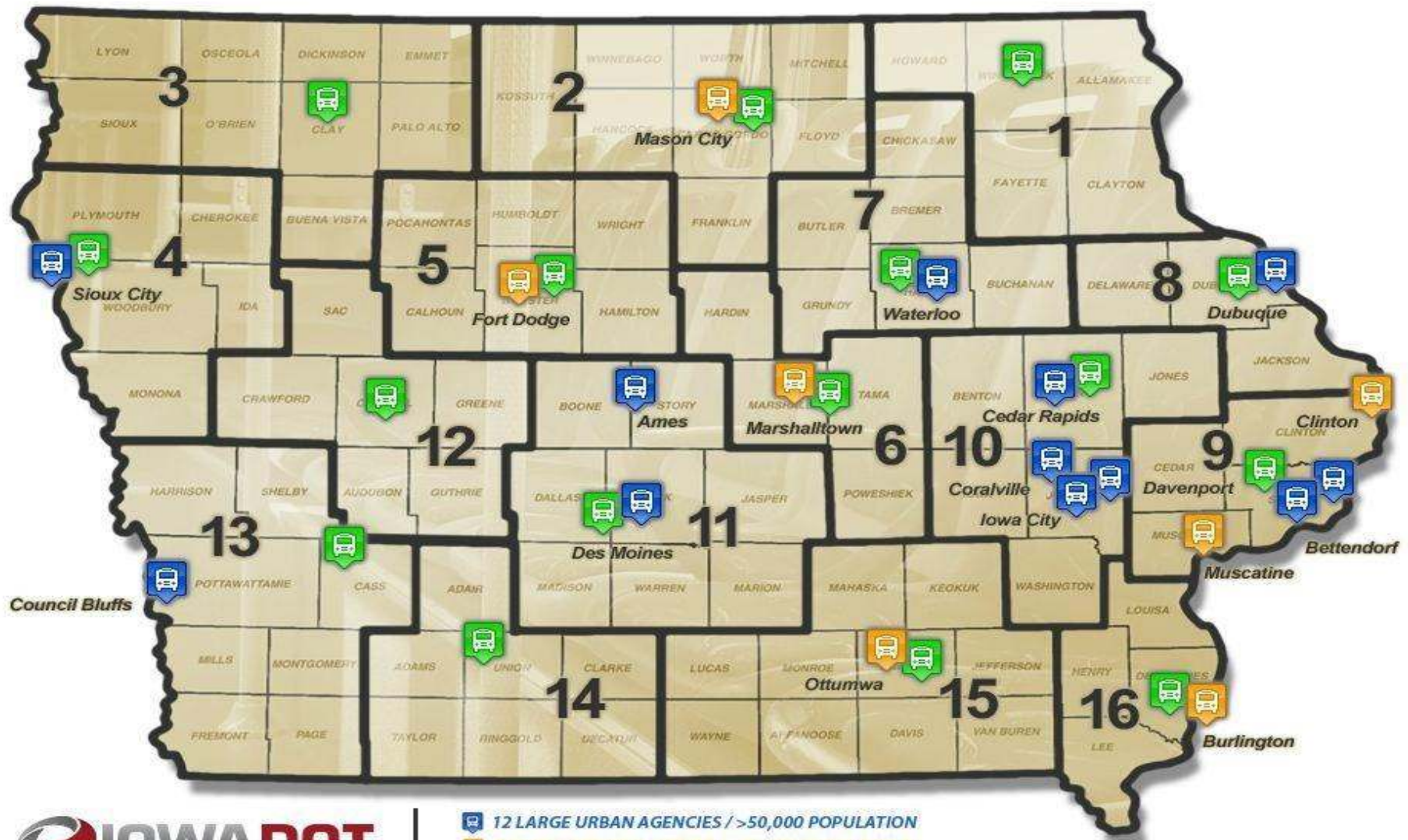
Introduction

- Kristin Haar
 - Compliance and Training Officer
Iowa DOT Office of Public Transit
 - Chair of Iowa Transportation Coordination Council

Public Transit in Iowa

- 35 public transit systems, covering all 99 counties
- Fiscal Year 2016 ridership was over 27.8 Million
 - 24.7 Million rides provided by 19 urban systems
 - 3.1 Million rides provided by 16 regional systems
- 1,600+ public transit vehicles
- Funding sources include local funds, passenger fares, State Transit Assistance, and the Federal Transit Administration

Iowa's Public Transit System



3 Types of Public Transit Service

- Demand Response – Provided by the 16 regional transit agencies. Ride reservations are made in advance, normally 24 hours, with the bus picking up the passenger at their location and taking them to their destination. Service is available to the general public, including persons with disabilities.

3 Types of Public Transit Service, continued

- Fixed Route – Provided by the 19 urban transit agencies. This type of transit is provided with set routes, stops, and time points. No advance reservations are necessary. Service is available to the general public, including persons with disabilities.
 - One unique type of fixed route service, used by several Iowa communities, is the **flag stop** system. The buses still operate on fixed routes, but rather than having specific marked stops, persons wishing to ride simply need to be at an intersection along the route and wave to the driver to stop. Likewise, the passenger may be let off at any intersection along the route.

3 Types of Public Transit Service, continued

- ADA Complementary Paratransit – Provided by the 19 urban transit agencies in, at a minimum, $\frac{3}{4}$ -mile around a fixed route. Passengers must apply, meeting ADA-qualifications to ride. Ride reservations are made the day prior to the desired trip, with the bus picking up the passenger at their location and taking them to their destination. Fares for this origin-destination service may be no more than double the regular fixed route fare.

ADA Complementary Paratransit Qualifications to Ride

- Environmental barriers and the individual's disability:
 - Prevent the individual from getting to or from a bus stop,
 - Boarding a fixed-route transit vehicle, and/or
 - Navigating the system.
- Decision by the transit system must be made within 21 days of application

ADA Complementary Paratransit

- Paratransit service must be provided for 21 days to out-of-town visitors with disabilities
- Residency must not be considered and transit systems must honor eligibility cards issued by other transit agencies

Other Passenger Transportation Services

- It's not just about public transit...
- Taxis, charter buses, intercity bus service, human service organizations, non-emergency medical transportation companies, volunteer transportation, and public transit all make up the passenger transportation system in Iowa

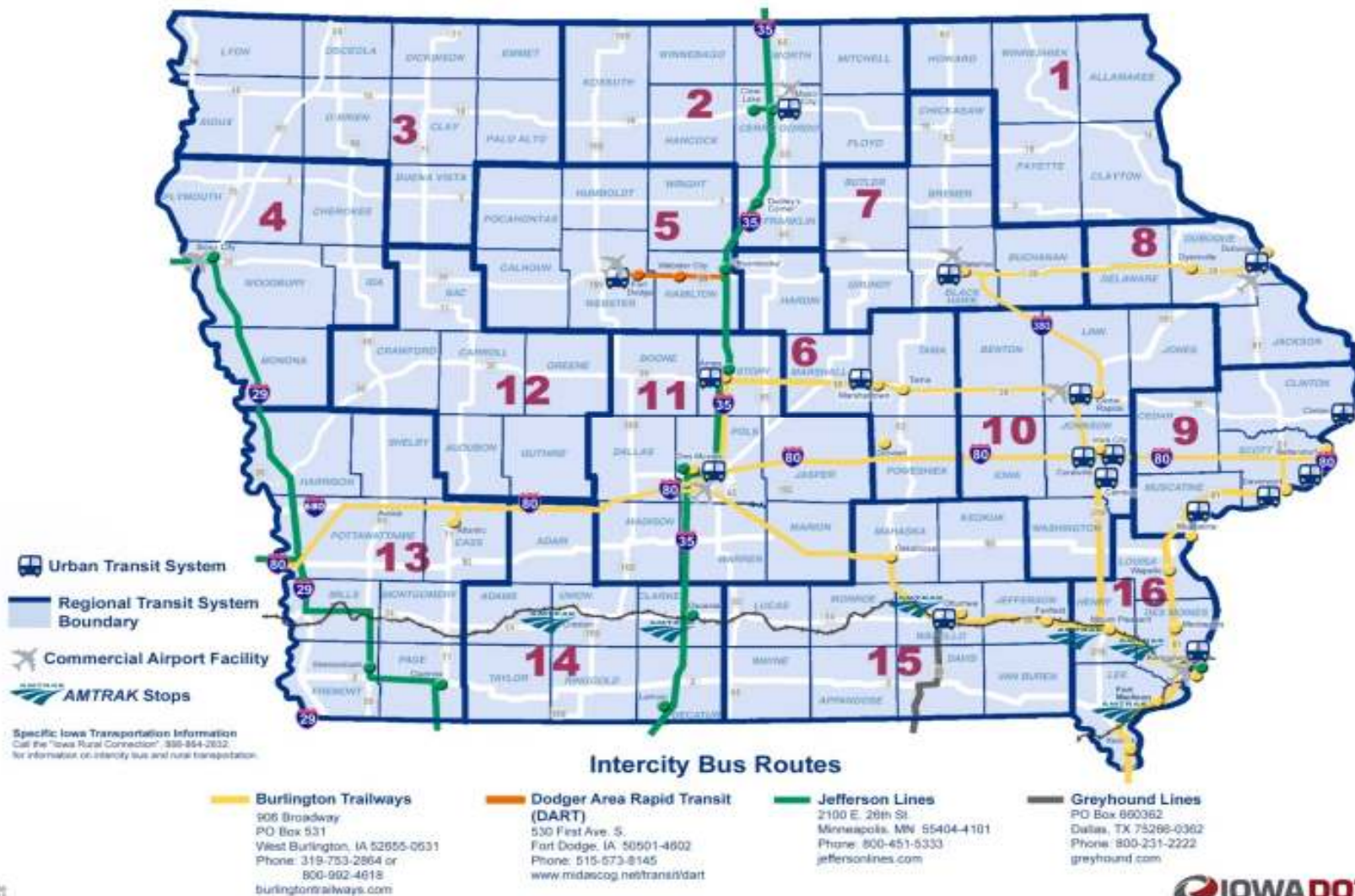
Taxis

- Taxis provide on-demand, personal transportation, from the passenger's location directly to the desired destination
- Taxi services are available in communities of all sizes, from Glenwood to Des Moines
- The majority of taxis are not ADA-accessible

Intercity Bus

- Intercity bus service provides a cross-country passenger transportation option for those not wanting to or are unable to afford flying or driving
- Intercity bus service also connects more small communities than flying, making it more accessible for some

Iowa Passenger Transportation Services



Volunteer Transportation

- Many volunteer organizations exist around the state, providing a range of services from home repairs to food pantries to transportation
- Volunteer transportation programs can be formalized through an established non-profit organization, or simply through a smaller network of neighbors
- Volunteer organizations may only serve specific segments of the population such as low-income or those aged 60+ or only provide transportation for specific purposes
- These programs fill a niche in the community, responding to a recognized need often faster and at a lower cost than a public or private transportation provider could
- Services are generally provided at low or no cost to the rider
- Funding can come from a variety of sources: free will donations, community foundations or even state and federal grants

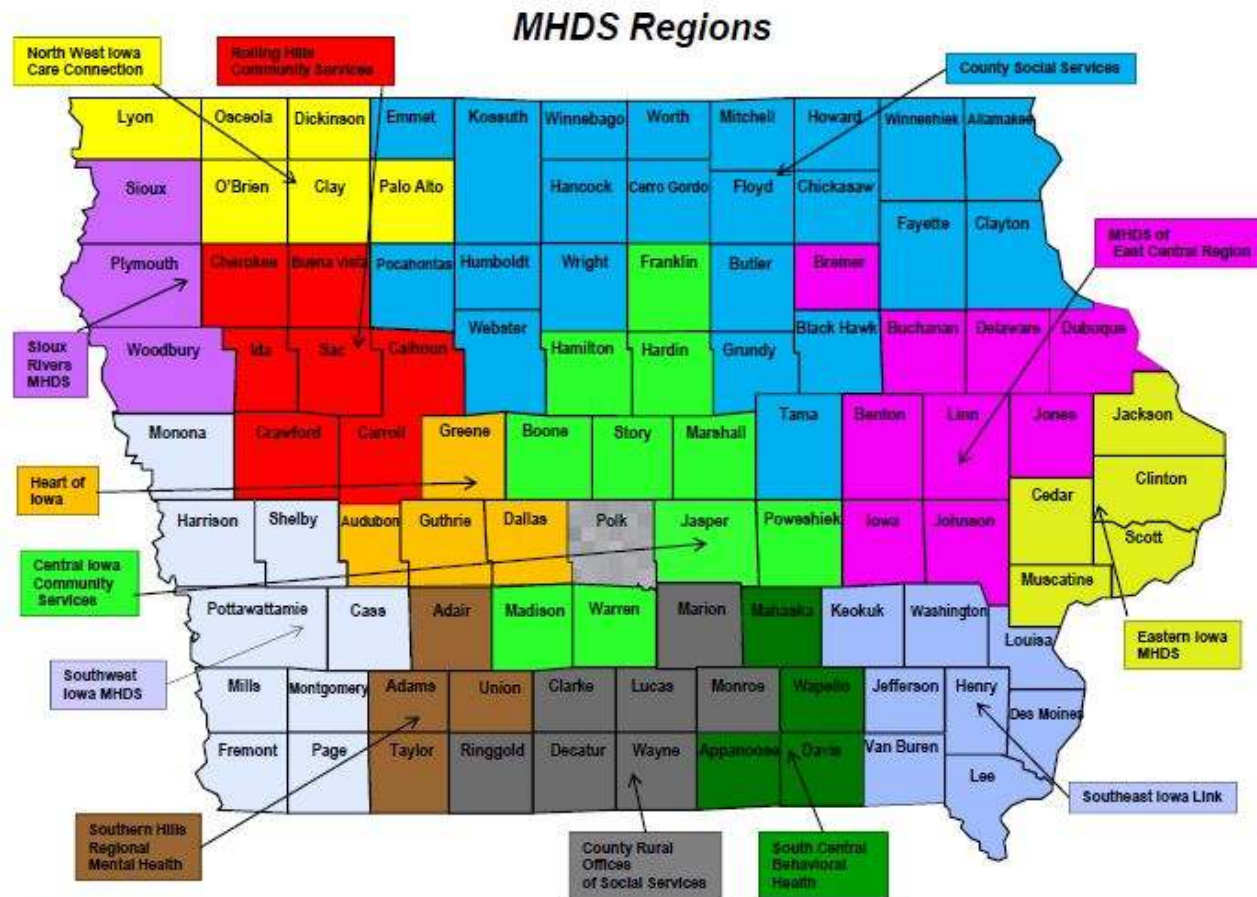
Human Service Agencies

- Human service agencies transport clients in agency or personal vehicles or work with public transit agencies to ensure clients' transportation needs are met
- While not the core of their business, transportation is an essential function to ensure clients receive the care and services they require
- Because the transporting of clients is often an afterthought or an “other duty as assigned” in a job description, human service agencies may not know the actual cost of providing this service when staff time, insurance, fuel and maintenance costs are all tabulated

Private Providers

- Provision of passenger transportation can also be a profitable business venture
- In addition to the taxicab and intercity bus services already discussed, private, for-profit companies provide:
 - Non-emergency medical transportation (NEMT) (Medicaid, Waiver)
 - Charter services

MHDS Regions



November 1, 2015

MHDS Regions per Transit Region

- Public Transit Regions 1, 9, 13, 16, & Polk County = 1 MHDS Region
- Public Transit Regions 2, 6, 7, 8, 10, 11, 12, & 14 = 2 MHDS Regions
- Public Transit Regions 4, 5, & 15 = 3 MHDS Regions
- Public Transit Region 3 = 4 MHDS Regions

Coordination and navigation of services

- Under Iowa Code, any agency receiving public money for passenger transportation is to first coordinate with the local public transit agency to provide those services.
- Coordination isn't just codified, it's a good idea. No matter the partnership - public/private, private/private, or public/public, coordinating transportation services can save money and time and create efficiencies.
- Encourage the local MHDS Regions to reach out to their local public transit agencies to discuss services available and services needed.
- Include public transit in MHDS regional committees and meetings.

Coordination and navigation of services

- With all the options presented, it can be a very overwhelming to know how to best get from point A to point Z. Several communities and regions throughout the state have hired mobility coordinators in the past couple years to help with just that issue.

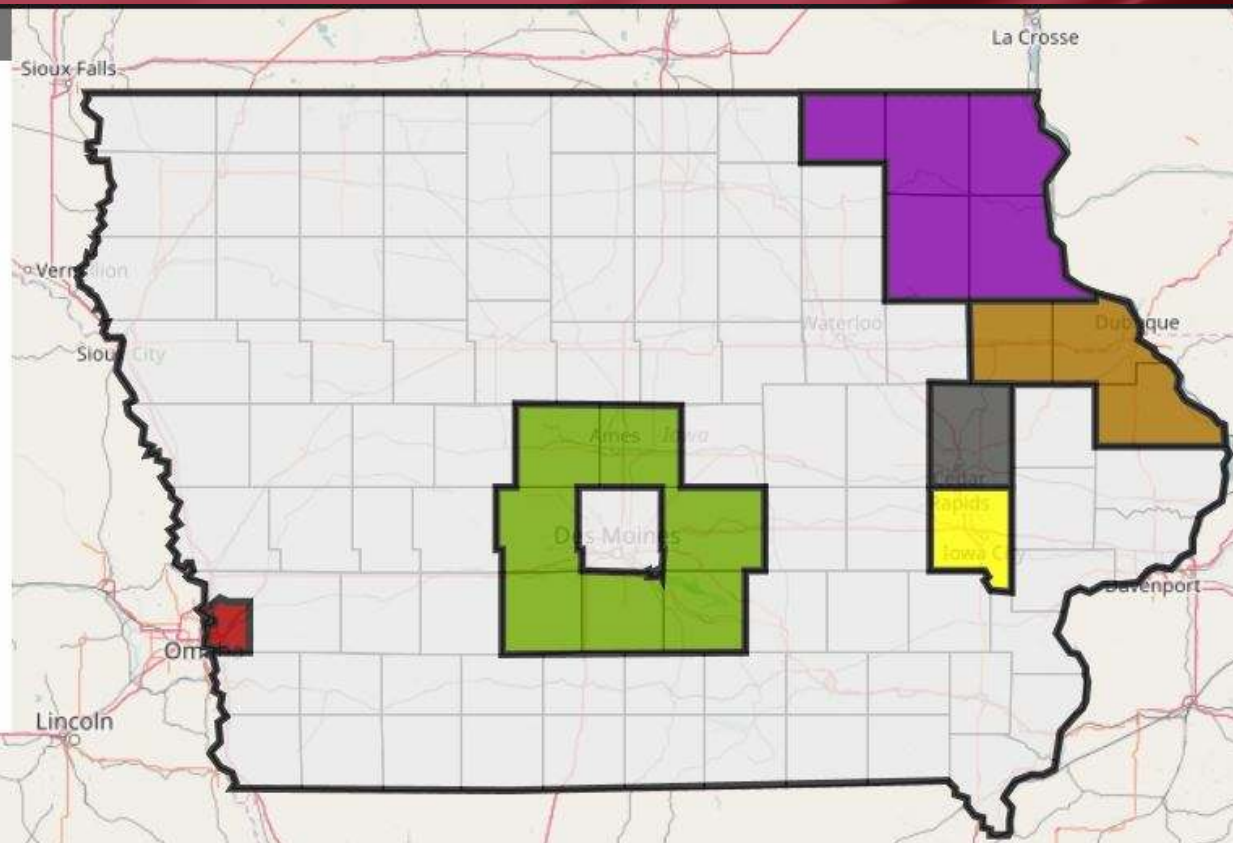
Mobility Management in Iowa

- An important component in navigating the passenger transportation services in Iowa over the past several years has been the availability of Mobility Managers or Coordinators in a few regions and urban areas
- Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including low-income individuals, older adults, and persons with disabilities
- Mobility management is person-centered, assisting with the whole trip, using as many modes of transportation necessary, not just public transit

LEGEND

Transit Mobility Coordinator

-  Alison Walding
-  Dawn Kimmel
-  Jeremy Johnson-Miller
-  Ken Voorhees
-  Megan Walker
-  Sam Castro
-  Sarah Constable
-  Terry Bergen
-  Kelly Schneider



Mobility Management Contact Info

- Contact information for Iowa's Mobility Managers can be found at:

<http://www.iowadot.gov/iowamobilitymanagement/>

Contact Info

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Questions?

Thank you!